



Dispatcher, Auxiliary Services (Union) Job Description

JOB INFORMATION

<i>Job Code:</i>	143057
<i>Job Title:</i>	Dispatcher, Auxiliary Services (Union)
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	Auxiliary Services
<i>Job Family Group:</i>	Auxiliary Services 1
<i>Management Level:</i>	8 Individual Contributor
Dispatcher, Auxiliary Services (Union)	

JOB SUMMARY

Schedules and dispatches drivers, equipment, or service vehicles. Duties may include using radio, telephone, or computer to transmit assignments and compiling statistics and reports on work progress. Serves as a liaison between passengers and the drivers and provides transportation services to students, faculty, administrators, staff, visitors, and guests.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Associate's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		1 year	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Bus Driving (Passenger Transport) and customer service experience.
X		Demonstrated interpersonal skills.

Licenses

Req	Pref	License(s)
X		Must possess a valid California Class B driver’s license with passenger endorsement and no airbrake restrictions.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Airbrake Certification or ability to obtain airbrake certification within 90 days.

Other Job Factors

- Driving record must show no moving violations or DUI convictions in last three years.
- Drug screening required prior to employment and random test thereafter.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Redistributes route duties in the event of absences or vehicle breakdowns.				
Ensures buses are checked out as assigned and redistributes vehicles in the event of breakdowns or chartered events requiring specialized equipment.				
Completes check-in of all bus drivers, inspects the fleet and collects DVIR’s, and completes check rides.				
Transports passengers to and from various destinations on and around the university campus utilizing vehicles with passenger capacities ranging from 23-42 passengers.				
Conducts daily pre and post trip vehicle safety inspections. Maintains clean and orderly vehicle. Maintains daily route schedule through adherence to assigned routes and time schedules.				
Maintains knowledge of and compliance with all state and federal commercial drivers rules and regulations as well as all university policies and procedures.				
Provides customer service to students, faculty, staff, and external customers. Meets customer needs, offers options, resolves problems, and follows up with customers. Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor.				
Provides information regarding policies and procedures and programs relating to the transportation area for students, parents, faculty, administrators, staff, and outside customers.				
Notifies appropriate staff in the event of an emergency. Maintains complete and accurate records of all safety-related incidents. Reports to accident scene to assist with completing reports as needed.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/	Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job.